



**CONESTOGA-ROVERS
& ASSOCIATES**

261 Martindale Rd., Unit #3, St. Catharines Ontario L2W 1A2
Telephone: (905) 682-0510 Facsimile: (905) 682-8818
www.CRAworld.com

March 3, 2009

Reference No. 056393/056394

Mr. Sam Chummar
Remedial Project Manager
U.S. EPA - Region V
77 West Jackson Boulevard (SR - 6J)
Chicago, Illinois 60604 - 3590

Mr. Michael Berkoff
Remedial Project Manager
U.S. EPA - Region V
77 West Jackson Boulevard (SR - 6J)
Chicago, Illinois 60604 - 3590

Dear Messrs. Chummar & Berkoff:

Re: Contractor Quality Management Plan Revisions
12th Street Landfill Operable Unit No.4
Plainwell Mill Site Operable Unit No. 7
Allied Paper, Inc./Portage Creek/Kalamazoo River Superfund Site
Allegan and Kalamazoo County

Further Conestoga-Rovers & Associates' (CRA's) February 26, 2009 letter transmitting a copy of our Quality System Manual; please find attached a table summarizing the major revisions that have occurred to CRA's QS Manual since 2002 when the document was last submitted to U.S. EPA Region 5. Please note that these represent the most significant changes to the QS Manual and do not represent all changes. Other changes have occurred to address administrative items that are not listed on the attached table (e.g. formatting changes, minor text changes to address clarity, etc.). As with our QS Manual, CRA, as agent of the respondent, asserts a claim of business confidentiality covering the information contained in the attached table. Should you have any questions on the above, please do not hesitate to contact us.

Yours truly,

CONESTOGA-ROVERS & ASSOCIATES

Gregory A. Carli, P. E.

GC/gc/3
Encl.

US EPA RECORDS CENTER REGION 5



421869

c.c.: Jim Saric (U.S. EPA, w/o Attachment)
Paul Buchholz (MDEQ, w/o Attachment)
Marvin Lewallen (Weyerhaeuser, w/o Attachment)
Richard Gay (Weyerhaeuser, w/o Attachment)
Martin Lebo (Weyerhaeuser, w/o Attachment)
Michael Erikson (Arcadis, w/o Attachment)
Glenn Turchan (CRA, w/o Attachment)

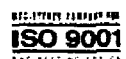


TABLE 1
SIGNIFICANT CHANGES TO
CRA'S QUALITY SYSTEM MANUAL

<i>Item</i>	<i>Section</i>	<i>Changes</i>
1	Section 5 Table 5.1	Number of Executive Committee Members increased from 7 to 10 Revisions to the members of the Executive Committee
2	CRA's Professional Services Agreements (QSF-007, QSF-008, QSF-009)	Revised to reflect a new mark up policy Changes in law Advances in CRA's capabilities
3	Section 5 Table 5.1 Figure 5.1	New Quality System Coordinator position created
4	Field Method Training Summary (QSF-021)	Removed reference to videos for training, as they are no longer in circulation
5	Section 4	Quality System Quality Records are now destroyed when they are 3 years old, and no longer 5
6	Field Equipment Record Forms (PMC's and RMC's)	Over 50 sets were deleted and replaced with a generic version to reduce paperwork
7	Internal Quality System Auditing Work Instructions (QSWI-005)	Reflected current training of internal auditors using on-line modules
8	Client Feedback Work Instructions (QSWI-006)	Quality System Manager now responsible for sending questionnaire to client and initial screening of returned forms Clarified criteria used to send out questionnaires to clients Original forms filed in Human Resources, by Project Manager
9	New Employee Training Requirements Form (QSF-020)	On-going edits to form to match new internal training courses offered to staff
10	Project Number Request Form (QSF-001) Project Change Form (QSF-002)	On-going edits to better reflect accounting's information requirements
11	Infrastructure Change	Revisions to reflect additional office registrations (20 to 36 offices)
12	Administrative	Completed a successful re-registration audit of ISO 9001:2000 in 2006
13	Section 7	Introduced the simplified scope of work (SSOW)/Lab Purchase Order document to staff
14	Infrastructure Change	Launched My Portal, and the QS tab was included as the location for all the QS information/manual
15	Administrative	In 2003, we successfully upgraded from the ISO 9001:1994 registration standard, to the ISO 9001:2000 registration standard